

THE IPN DISPATCH

IPN Monthly Dispatcher Update

January 2015



Chapter Stats

Ever wonder how your chapter compares to other IPN chapters? Your admins certainly do and we have decided to share the numbers with you. Check each newsletter to see if your home chapter is making the top 3!

Based on total quantity of alerts sent during November 2014:

NYK ranks 3rd with 1709 alerts

FLA ranks 2nd with 2023 alerts

CAL comes in 1st with 2567 alerts

The challenge is on! Step up and see your chapter take over the #1 spot.



IPN Chat

Have you hung out in the IPN Dispatch Chat room lately? Just follow this link to the new [Dispatch Console](#) and say "Hello" to your fellow dispatchers.

The Chat Room provides all dispatchers with the opportunity to chat with one another in an effort to coordinate coverage, ask questions, and build friendships.

Veteran dispatchers should reach out to the new guys and offer their guidance. Although in-depth questions or serious problems should be referred to support, we encourage you to help with learning the guidelines, category selection, and how to format an alert. Face it, we have all had that incident where we wonder, hazmat? MCI? MVA? (remember the "cause vs effect" rule!).

Remember, dispatching for IPN should be a fun way to enhance your hobby, keep the public aware of breaking incidents, and put some coin in your pocket. Refrain from rude or off-color comments and from slamming other dispatchers or the system. Again, serious issues should be referred to your admin team via support.

Feel free to exchange personal information but do not feel obligated to do so. Inform your admin team immediately if anyone makes unwarranted or inappropriate communications.

Have fun and let us know what Improvements you would like to see.

Contact support at:

support@incidentpage.net

IPN Dispatcher of the Month

We are pleased to announce that **ILL062** has been named DOTM!

Thank you for your current 3 years of service to IPN (after returning from a break).

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

We truly appreciate the high quality service that each of you provide.

In This Issue

- Chapter Stats
- IPN Chat
- Florida Disp Meetings
- Feed Review: Los Angeles Fire
- Referral Program
- Policing the System

Important Dates

Continuing our tour of the US, IPN Admins have scheduled dispatcher town-hall meetings in The Sunshine State during February 2015.



Tuesday Feb 3rd, 2015 - 1900 Hrs: Orlando Florida dispatchers will gather at the Hampton Inn Orlando - South of Universal Studios, 7110 S Kirkman Rd, Orlando, FL 32819. Dinner and non alcoholic refreshments will be served.

Wednesday Feb 4th, 2015 - 1900 Hrs: Tampa Florida dispatchers will gather at Ker's Wing House of Brandon, 5003 US Highway 301 North , Tampa, FL, 33610. Dinner and non alcoholic refreshments courtesy of IPN.

** Last minute guests are always welcome but those dispatchers planning to attend should RSVP support no later than January 22nd in order to receive company swag. Please email support@incidentpage.net and let us know that you plan to be there.

Feed Review

-Los Angeles

The Los Angeles City fire department is one of the largest municipal fire departments in the United States. They respond from 106 fire stations with a unique assortment of apparatus including Hazmat units, USAR vehicles, fire boats and their own fleet of aircraft. Their structural units consist of single engine companies, light forces that are an Engine & Truck married together and Task Forces that have two pumps and a Truck. On the EMS side, they have Rescue Ambulances or RAs. These units are at the paramedic level except when they are 800 series. These are their BLS units.

Front line equipment consists of an astounding 132 Engines (41 assigned to Light Forces), 42 Trucks, 6 USAR Units, 4 Hazmat Companies, 6 Helicopters, 93 ALS, 43 BLS and a Heavy Rescue Tow Truck. LAFD also protects the 6th busiest airport in the world - LAX. As you can imagine there are far too many support units to list here.

This major city is unique in that it does not use numbered alarm levels. After the 1st Alarm, the next alarm level is called a "Greater Alarm". Our definition of great alarm is any non-brush fire incident with 7 or more companies assigned, committed and working. RAs (rescue ambulances) and units on-scene staging (but not working) do not count. To simplify things, if the Incident Commander calls for additional resources and the dispatcher states "Respond to the Greater Alarm Structure Fire" it is a valid greater alarm. After a Greater Alarm, the fire then escalates to a Major Emergency which IPN defines as 16+ suppression companies. The same logic applies to alarm designation based on radio traffic.

The reason that we have chosen to review LAFD this month

is the fact that they have been added to the Pulsepoint application. The department is broken down into four areas: Central, South, Valley & West. This is a great resource for local dispatchers to use. It puts the city CAD in to your pocket so that you can get the accurate address. Some streets just aren't that easy to spell. The app also provides immediate access to the LAFD Broadcastify feed. This is a great feed but on occasion the high level of radio traffic will result in something being missed. You also will not get status changes, such as on scene, if the officer uses their MDT.



Photo by Chuck Lowe

For those who are unfamiliar with Los Angeles, you will see that the LAFD is shown as covering a whole lot of areas such as Hollywood, Venice Beach, Northridge, Van Nuys, Toluca Lake, Etc. Etc. These are neighborhoods within the city. They are not independent towns. It is all part of the city. It can be quite confusing if you are not from the area but everything on the LAFD Pulsepoint tabs is within the city of Los Angeles. LA County FD is a different animal entirely. Don't get confused.

Although this App is an awesome resource, we feel that it's necessary to remind our dispatchers of the golden rule: You must always hear the radio report from units on the scene and relay those details accurately. Anyone caught pulling unverified incidents and paging them based solely on CAD posts will be removed from the dispatch program. It simply will not be tolerated. If all you know of "E3 o/s TC" it's in your best interest to hold the page for more info.

Click [HERE](#) for all LA County Broadcastify Feeds or [HERE](#) for just LAFD.

Pop Quiz

Law enforcement is dispatched to a train collision with a semi. When the officers and the fire department arrive, they find a low speed collision with property damage but no injuries. Based on the radio reports and developing situation, how would this incident be paged out?

- A) Train Derailment - any crash involving a train always gets paged to Train Derailment.
- B) Major Accident - any crash involving a vehicle vs train always gets paged to Major Accident.
- C) Traffic Advisory - the crash has no injuries and the semi is not overturned.
- D) Special - this is a train incident but not a derailment.



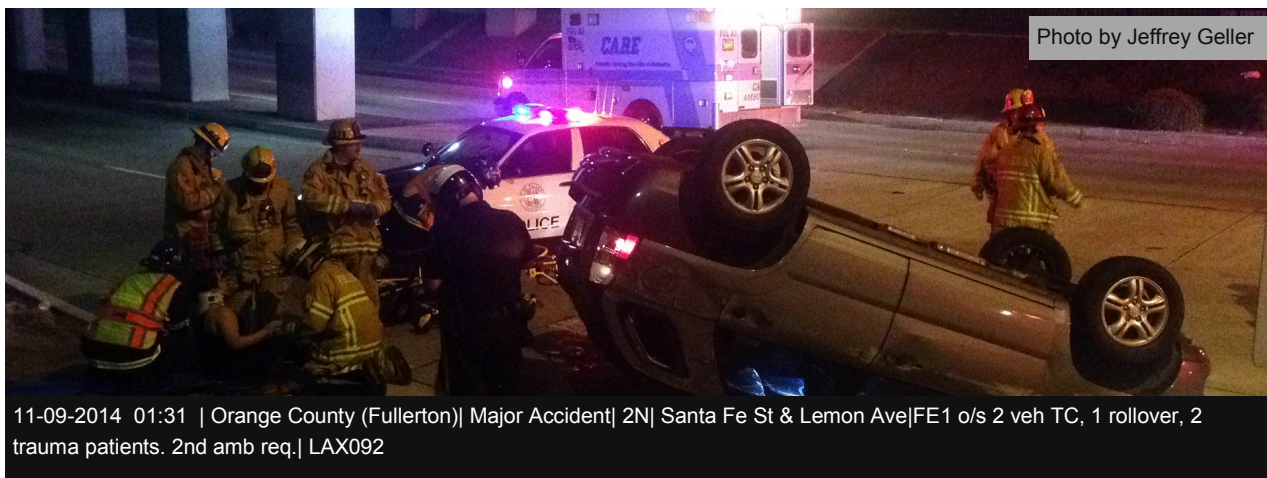
IPN Referral Program

Reminder: Earn bonus rewards points for referring new dispatchers to the system! (please contact support if you have made a recent referral, we have received a lot of new dispatcher applications with no mention of who referred them. We want YOU to get the points.)



- The new member mentions you by name when signing up.
(Your ID is also helpful but if the number is a digit off then someone else might get your points)
- After the member sends their first full value page you receive 100 points. Full value is a page that earns 5 pts or more.
- If the member is still active after six months you will receive a credit equal to 10% of everything they earned.
- There is no limit to the number of people that you can refer.
- Any fraudulent activity will result in the loss of all points and removal from the program.

To get the ball rolling, have your friends, family and co-workers email support@incidentpage.net for an application.



Policing the System

IPN is a system that prides itself on accurate, high-quality information. We have dispatchers in every state, many of the Canadian provinces, Australia, and even a few guys in Europe. Our admin & QA team work endless hours reviewing incidents to make sure they meet the guidelines, are compliant with established category definitions and are entered so that they geocode. Its a lot of work as you can imagine but we can not be everywhere at once.

Members that have been here a while have a tremendous feeling of pride in what we do. The majority of our dispatchers work in public safety or media. We are hard core and it shows in the end product. For this we thank you!

As the system grows it takes even more time and effort to police the system. This advancement includes the addition of new dispatchers. Some weeks we see a dozen or more new people approved

to send calls. Most of these people have a good grasp of what we do. Others are so excited that they jump in and page out everything they hear before they even read the guidelines. This enthusiasm is great to see but nobody wants to be paged for routine EMS calls, Smells, Bells or other routine public safety activity.

Recently these type pages have been on the rise. In some cases the person actually gets off a cluster of them before an admin is aware of it. We are asking for your help in policing the system so that we can address this problem faster. If notice that someone is putting out these kind of pages please take an aggressive approach to stopping it. You can use IPN Mail to contact the person sending the calls. Be friendly but make sure they know that they aren't following the guidelines. You can also contact support and explain the situation. Include the word "Urgent" in your subject line so we know its a high priority problem. You can also contact the hotline - They have direct cell contact with the admins so that the offending account can be shut down.

Incident Photos



Photo Submissions

We are getting some great photos sent in! Thank you and keep them coming. Just remember, photos of all IPN alerts types are accepted, not just fires. So send in those SWATs, vehicle rescues, MCIs, and more!

Send to:
newsletter@incidentpage.net
(emails to support are stripped of all attachments.)

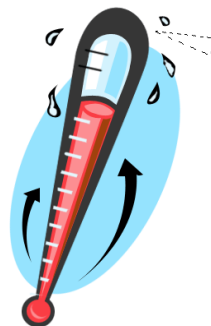


11-29-2014 02:42 | Los Angeles| 1 Alarm Fire| Tac 12| 1411 Santee St|TF10 o/s 1 story commercial, moderate smoke showing| LAX003

Public Safety Humor

After taking a full set of vital signs on his patient, the paramedic goes to document his findings and reaches for the pen in his shirt pocket only to discover that it's a rectal thermometer.

"Oh great," he mutters in disgust. "Now some asshole has my pen."



Accurate Reporting - Size-ups Matter

As a reminder on how important it is to wait for fire department personnel to confirm a fire-related incident, MAS491 sent us the following about a recent call:

"On a recent night shift, the engine and ladder company from my station were dispatched for a central station fire alarm in a college dormitory. As we approached the scene, dispatch updated us and advised that "Police are on scene reporting a working fire in the basement. We are sending a 1st alarm assignment to your call."

We arrived about 30 seconds later with 'nothing showing' (other than a police officer coordinating the building evacuation). While stretching a line to the basement, our lieutenant (who had taken IC) provided a more detailed size-up to our dispatch of a small fire in a trash barrel that he put out with a water can! We cancelled the 1st alarm and returned to the station. Later, our pump engineer showed me his pager (from a different incident alerting service); he received a "working fire" alert on our out-with-a-water-can rubbish fire.

(Kudos to the local IPN dispatchers that waited for the FD size-up!)

Remember, different branches of public safety have different training. In this case, the police officer was rightly focused on the evacuation (where there is smoke, there is fire) and the terms "Working Fire" and "Fully Involved" do not mean the same thing to a firefighter as they do to professionals in other fields. The most accurate page not only waits for the FD size-up but includes the unit id of personnel at scene.

Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:

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Pop Quiz Answer

Answer: Traffic Advisory

Traffic Advisories are valid for roadway incidents that impact a major highway that is not covered by a higher priority more appropriate category.

Even if it involves a train, the Guidelines direct what qualifies what is a Major Accident or derailment.

Past Newsletters

Did you know that you can still access our past newsletters online?

Click here for the month you want to review again:

[JULY 2014](#)
[AUGUST 2014](#)
[SEPTEMBER 2014](#)
[OCTOBER 2014](#)
[NOVEMBER 2014](#)
[DECEMBER 2014](#)

